

**CARRIER WORKLOAD
AND PROCESSING TIME
REPORT
FEBRUARY 1986**



**U.S. Department of
Health and Human Services
Health Care Financing Administration
Bureau of Quality Control**

REPORTS

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FOREWORD

This report summarizes the status of claim workloads reported by carriers for February 1986. Presented in this report are national summary tables and carrier detail tables showing the numbers of claims received, processed, and pending. Also included in this report are data on electronic media claims, claims processing times, and the percentage distributions of processing times and pending claims. Definitions of terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

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CARRIER WORKLOADS AND PROCESSING TIMES

FEBRUARY 1986

HIGHLIGHTS

	February 1986	January 1986	February 1985	February 1986	
				Percent Chg from Jan 1986	Percent Chg from Feb 1985
Number of					
Claims Received	22.83	25.84	20.20	-11.7	13.0
Claims Processed	21.40	24.51	21.07	-12.7	1.6
Claims Pending	15.10	13.70	10.14	10.2	48.9
Net Assignment Rate	66.8	67.6	67.8	-1.2	-1.5
Electronic Media Claims					
Number	5.83	6.03	3.70	-3.3	57.6
Percent Received	25.6	23.3	18.3	9.9	39.9
Mean Processing Time (Days)	17.8	17.3	15.5	2.9	14.8
Inquiries Processed					
Total	1.61	1.79	NA	-10.0	---
Per 1,000 Claims Received	71	69	NA	2.9	---
Beneficiary	1.18	1.33	NA	-10.7	---
Per 1,000 Claims Received	52	51	NA	2.0	---
Provider	0.43	0.46	NA	-8.0	---
Per 1,000 Claims Received	19	18	NA	5.6	---
Medicaid Crossover Claims					
Number Transferred to States	2.06	2.43	NA	-15.0	---
Transferred via EMC	1.50	1.70	NA	-11.6	---
Percent Transferred via EMC	72.9	70.0	NA	4.1	---

NOTE: Numbers in millions

NA- Not available

Executive Summary

- o In February 1986, carrier receipts rose to 22.8 million claims, an increase of 13.0 percent over the 20.2 million claims received in February 1985.
- o The net assignment rate decreased 1.5 percent, falling from 67.8 to 66.8 percent over this period.
- o The percent of claims received via electronic media increased 39.9 percent, rising from 18.3 percent in February 1985 to 25.6 percent in February 1986.
- o While the number of claims processed rose only 1.6 percent (from 21.1 million in February 1985 to 21.4 million in February 1986), the percent of claims denied in full increased 16.7 percent, from 7.8 to 9.1 percent.
- o In February 1986, the average processing time was 17.8 days, an increase of 14.8 percent compared to 15.5 days in February 1985.
- o Total claims pending rose from 10.1 million in February 1985 to 15.1 million in February 1986, an increase of 48.9 percent.
 - + During this period, claims pending over 30 days increased 46.7 percent (from 1.5 to 2.2 million).
 - + Claims pending over 60 days (514,000 in February 1985) increased 28.2 percent, rising to 660,000 claims in February 1986.
- o The ratio of inquiries processed per 1,000 claims received increased 2.9 percent in February 1986 compared to the previous month.
 - + The ratio increased 2.0 percent for beneficiary inquiries and 5.6 percent for provider inquiries.
- o Medicaid crossover claims transferred to State Agencies or their fiscal agents decreased 15.0 percent, from 2.4 million in January 1986 to 2.1 million in February 1986.
 - + While the number of crossover claims transferred via electronic media decreased 11.6 percent during the month (from 1.7 million to 1.5 million) the percent transferred via electronic media increased 4.1 percent-- from 70.0 percent to 72.9 percent.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, FEBRUARY 1985 - FEBRUARY 1986

-----Claims Processed During Month (000s)-----										-----Claims Pending End of Month (000s)-----											
Month	Claims Received During Month (000s)	-----Including Replicates-----					-----Total-----					Over 30 Days					Over 60 Days				
		-----Claims Paid-----		Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Number	Days Work On Hand*	Number	Days Work On Hand*	Number	Days Work On Hand*	Number	Days Work On Hand*						
		Total Number	Number																		
1985																					
February	20,199.4	21,074.2	14,126.5	67.0	5,294.5	1,653.2	20,953.9	10,138.6	10.5	1,466.8	1.5	514.5	0.5								
March	22,634.8	22,633.3	15,993.9	70.7	4,926.5	1,712.9	22,524.0	10,134.4	10.4	1,519.2	1.6	516.9	0.5								
April	23,780.5	22,892.5	17,301.3	75.6	3,799.5	1,791.7	22,789.9	10,973.2	11.1	1,721.5	1.8	633.7	0.6								
May	23,976.4	23,915.7	19,015.4	79.5	3,071.8	1,828.5	23,817.8	10,959.6	10.9	1,787.2	1.8	685.2	0.7								
June	22,346.2	21,754.6	17,909.7	82.3	2,159.6	1,685.3	21,668.9	11,528.5	11.3	1,687.5	1.7	643.9	0.6								
July	24,015.4	23,168.1	19,578.3	84.5	1,794.2	1,795.5	23,074.4	12,337.7	11.9	1,838.9	1.8	664.4	0.6								
August	23,529.0	24,657.8	21,233.0	86.1	1,513.2	1,911.6	24,546.4	11,245.2	10.7	1,749.2	1.7	668.6	0.6								
September	22,974.3	23,110.1	19,955.1	86.3	1,176.2	1,978.9	23,011.4	11,036.8	10.2	1,746.4	1.6	668.1	0.6								
FY 1985	270,849.2	267,217.7	217,624.7	81.4	28,712.0	20,881.0	265,926.8	---	---	---	---	---	---								
October	25,940.4	26,251.4	22,974.9	87.5	1,151.3	2,125.2	26,135.9	10,705.8	9.8	1,513.7	1.4	612.6	0.6								
November	22,332.2	21,806.9	19,161.2	87.9	792.9	1,852.8	21,705.6	11,135.8	10.1	1,563.8	1.4	605.4	0.6								
December	24,048.5	22,709.7	20,074.9	88.4	724.4	1,910.4	22,596.4	12,379.2	11.1	1,841.1	1.7	714.3	0.6								
CY 1985	279,558.9	277,026.8	226,271.6	81.7	28,705.0	22,050.1	275,731.6	---	---	---	---	---	---								
1986																					
January	25,840.4	24,512.4	20,092.5	82.0	2,314.1	2,105.8	24,372.1	13,701.3	12.2	1,787.0	1.6	661.2	0.6								
February	22,828.4	21,403.5	14,548.2	68.0	4,910.4	1,944.9	21,290.8	15,097.9	13.4	2,151.5	1.9	659.7	0.6								

* See Appendix for formula

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, FEBRUARY 1985 - FEBRUARY 1986

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media				Replicate Claims as Percent of Total Claims Processed	Claims Investi- gation Rate
			Number	Percent of Total Claims Received	Assigned-- Percent of Ass'd 1500s Received	Unassigned-- Percent of Unass'd 1500s Received		
-----Total-----								
-----HCFA-1500s-----								
1985								
February	67.8	104.3	3,700,884	18.3	22.7	9.1	0.6	3.6
March	68.1	100.0	4,162,689	18.4	22.9	8.7	0.5	3.6
April	68.8	96.3	4,536,251	19.1	23.4	9.6	0.4	3.5
May	69.3	99.7	5,012,957	20.9	25.9	9.6	0.4	3.5
June	69.2	97.4	4,499,995	20.1	25.2	8.8	0.4	3.3
July	69.2	96.5	4,903,939	20.4	25.5	9.0	0.4	3.3
August	69.4	104.8	4,941,245	21.0	26.2	9.2	0.5	3.2
September	69.0	100.6	5,513,825	24.0	29.1	12.6	0.4	3.2
FY 1985	67.7	98.7	51,801,882	19.1	24.0	9.1	0.5	3.5
October	68.4	101.2	5,691,658	21.9	27.3	10.4	0.4	3.3
November	68.0	97.6	5,098,404	22.8	28.8	10.2	0.5	3.5
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5	3.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5	3.4

1986								
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6	3.5
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5	3.7

TABLE C: CARRIER MEAN PROCESSING TIME AND
PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM,
FEBRUARY 1985 - FEBRUARY 1986

Month	ALL HCFA-1500s				ASSIGNED HCFA-1500s				UNASSIGNED HCFA-1500s				
	Average Processing Time In Days	Percent Distribution		Average Processing Time In Days	Percent Distribution		Average Processing Time In Days	Percent Distribution		Average Processing Time In Days	Percent Distribution		
		1-15 Days	1-30 Days		1-60 Days	1-15 Days		1-30 Days	1-60 Days		1-15 Days	1-30 Days	1-60 Days
1985													
February	15.5	64.6	90.3	97.7	14.5	67.3	91.3	98.0	17.5	58.9	88.2	97.0	
March	13.9	72.1	91.7	98.0	13.0	74.1	92.6	98.4	15.8	67.7	89.8	97.3	
April	14.0	70.6	91.6	97.9	13.2	72.5	92.2	98.1	15.6	66.6	90.2	97.3	
May	14.4	70.5	91.3	97.5	13.8	71.9	91.5	97.8	15.8	67.4	90.8	97.0	
June	15.5	65.8	89.0	97.0	14.8	68.4	89.0	97.1	17.1	59.4	89.0	96.8	
July	17.2	58.3	86.2	97.1	16.3	61.9	86.5	97.1	19.4	49.8	85.4	97.0	
August	16.2	60.7	87.6	97.4	15.3	64.1	88.4	97.5	18.3	52.8	85.6	97.3	
September	15.6	62.8	89.4	97.5	14.8	64.9	90.1	97.6	17.5	57.8	87.8	97.4	
FY 1985	14.9	66.5	90.0	97.7	14.1	68.9	90.7	97.9	16.6	61.5	88.7	97.3	
October	14.4	67.1	91.6	97.7	13.8	68.0	92.0	97.7	15.7	64.9	90.9	97.6	
November	13.7	69.2	92.3	97.8	13.0	72.2	92.7	97.8	15.4	62.4	91.6	97.7	
December	15.3	62.0	90.6	97.6	14.1	66.7	91.4	97.7	17.9	51.7	88.8	97.4	
CY 1985	15.2	65.3	89.9	97.6	14.4	67.9	90.5	97.7	17.0	59.5	88.6	97.3	
1986													
January	17.3	56.1	88.0	97.2	15.9	60.2	89.2	97.4	20.3	47.5	85.5	96.9	
February	17.8	53.8	88.1	97.2	16.6	58.1	89.1	97.3	20.4	44.8	86.0	96.8	

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: FEBRUARY, 1986

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL		DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
							NUMBER	HAND		
TOTAL	22,828,430	21,403,476	14,548,228	4,910,371	1,944,877	21,290,847	15,097,856	13.4	1.9	0.6
BOSTON REGION	1,414,727	1,390,527	902,390	366,307	121,830	1,389,211	1,078,979	8.8	2.2	1.0
CONNECTICUT GENERAL	314,914	290,016	186,388	80,068	23,560	289,486	334,978	20.6	3.2	0.5
MASSACHUSETTS B/S	706,096	695,255	468,738	160,942	65,575	694,787	475,525	13.2	4.0	2.3
MASSACHUSETTS TRI-STATE	250,288	262,507	154,841	86,602	21,064	262,325	172,890	14.2	4.0	1.9
MAINE	111,444	109,360	67,310	34,723	7,327	109,240	68,220	12.4	3.2	1.7
NEW HAMPSHIRE	89,042	99,046	57,420	32,729	8,897	98,999	68,978	16.2	4.8	2.1
VERMONT	49,802	54,101	30,111	19,150	4,840	54,086	35,692	14.9	4.4	2.0
RHODE ISLAND B/S	143,429	142,749	92,423	38,695	11,631	142,613	95,586	11.5	2.4	0.9
NEW YORK REGION	3,069,294	2,652,421	1,822,500	523,774	306,147	2,643,591	2,461,732	15.7	2.2	0.6
NEW JERSEY-PRUDENTIAL	865,247	795,564	557,064	168,014	70,486	790,201	689,051	16.4	1.7	0.7
N.Y.-BINGHAMTON B/S	480,877	434,481	274,686	125,706	34,089	432,502	256,764	10.3	0.9	0.2
N.Y.-NEW YORK B/S	1,390,279	1,133,463	774,274	191,486	167,703	1,132,991	1,073,368	14.4	1.9	0.3
NEW YORK-GROUP HEALTH	175,420	183,044	133,816	24,362	24,866	183,044	190,300	21.7	1.4	0.4
PUERTO RICO B/S	157,471	105,869	82,660	14,206	9,003	104,853	252,249	34.4	12.9	4.2
PUERTO RICO	154,517	105,628	82,537	14,176	8,915	104,616	249,168	34.0	12.9	4.1
VIRGIN ISLANDS	2,954	241	123	30	88	237	3,081	185	11.8	6.7
PHILADELPHIA REGION	2,508,752	2,437,188	1,686,702	585,102	165,384	2,429,983	1,037,534	8.0	0.8	0.3
MARYLAND B/S	290,451	261,082	178,746	61,369	20,967	260,953	236,176	17.9	2.6	1.0
PENNSYLVANIA B/S	1,692,993	1,628,394	1,161,379	362,644	104,371	1,623,067	534,677	5.9	0.6	0.2
DELAWARE	54,765	56,078	37,857	14,266	3,955	55,967	10,936	3.9	0.6	0.2
DISTRICT OF COLUMBIA	231,689	235,264	177,402	40,212	17,650	234,685	61,994	5.1	0.7	0.2
PENNSYLVANIA	1,406,539	1,337,052	946,120	308,166	82,766	1,332,415	461,747	6.1	0.6	0.2
VIRGINIA-TRAVELERS	366,550	381,073	238,054	116,381	26,638	380,057	162,090	9.2	0.6	0.2
WEST VIRGINIA-NATIONWIDE	158,758	166,639	108,523	44,708	13,408	165,906	104,591	13.5	1.1	0.2
ATLANTA REGION	4,038,939	3,749,659	2,536,624	871,677	341,358	3,721,554	2,575,391	13.1	1.7	0.5
ALABAMA B/S	399,816	393,178	259,955	101,447	31,776	389,392	125,578	6.7	0.8	0.3
FLORIDA B/S	1,636,029	1,549,193	1,055,908	316,369	176,916	1,534,336	868,326	10.4	1.9	0.7
GEORGIA-PRUDENTIAL	436,219	414,172	286,816	94,459	32,897	412,008	358,797	17.6	1.1	0.4
KENTUCKY B/S	284,258	302,154	199,152	77,957	25,045	298,649	203,318	14.7	2.0	0.5
MISSISSIPPI-TRAVELERS	208,533	197,557	131,328	55,437	10,792	197,220	132,025	12.5	0.8	0.1
NORTH CAROLINA-PRUDENTIAL	477,713	441,318	312,698	100,902	27,718	439,463	428,374	18.9	2.6	0.7
SOUTH CAROLINA B/S	216,219	191,135	117,972	56,331	16,832	191,117	105,298	10.6	0.7	0.3
TENNESSEE-EQUITABLE	380,152	260,952	172,795	68,775	19,382	259,369	353,675	19.5	2.7	0.5

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: FEBRUARY, 1986

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER		TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL NUMBER	DAYS WORK ON HAND	
									WORK ON HAND	DAYS WORK OVER 30 DAYS
CHICAGO REGION	3,963,564	3,989,241	2,625,398	958,691	405,152	3,981,074	2,336,689	12.1	2.4	0.8
ILLINOIS B/S (HCSC)	802,866	807,474	546,232	170,414	90,828	806,828	404,288	10.1	1.2	0.4
INDIANA B/S	425,734	370,197	246,500	89,311	34,386	368,862	352,381	18.4	6.9	1.2
MICHIGAN B/S	1,102,502	1,128,390	787,324	206,925	134,141	1,128,384	665,732	12.0	3.7	1.8
MINNESOTA B/S	114,935	119,553	63,656	46,661	9,236	119,071	57,654	9.4	2.0	0.7
MINNESOTA-TRAVELERS	131,203	137,237	88,934	34,818	13,485	136,749	59,475	8.0	0.7	0.2
OHIO-NATIONWIDE	972,952	989,566	622,388	271,886	95,292	984,356	607,398	13.5	0.9	0.2
WISCONSIN B/S	413,372	436,824	270,364	138,676	27,784	436,824	189,761	9.3	0.9	0.2
DALLAS REGION	1,977,882	1,696,088	1,320,546	288,968	86,574	1,687,011	1,548,139	17.0	1.9	0.4
ARKANSAS B/S	247,635	235,527	141,837	77,001	16,689	234,836	207,390	17.6	0.8	0.1
LA.-ARK. B/S	293,591	260,789	166,956	59,715	34,118	258,748	281,732	19.7	2.5	0.8
NEW MEXICO-EQUITABLE	94,420	39,762	24,908	11,883	2,971	39,536	118,444	27.1	5.4	0.4
OKLAHOMA-AETNA	233,032	224,214	141,525	65,192	17,497	223,009	142,830	13.7	0.7	0.1
TEXAS B/S	1,109,1204	935,796	845,320	75,177	15,299	930,882	797,743	15.9	2.0	0.5
KANSAS CITY REGION	1,073,635	1,044,428	640,972	315,950	87,506	1,038,983	615,830	9.9	1.0	0.2
IOWA B/S	335,710	352,029	210,618	113,392	28,019	349,175	164,410	8.4	0.6	0.1
IOWA	223,645	240,063	143,209	78,353	18,501	238,697	101,600	8.5	0.5	0.1
NEBRASKA	112,065	111,966	67,409	35,039	9,518	110,478	62,810	12.0	1.1	0.2
KANSAS B/S	196,095	184,130	114,037	56,873	13,220	184,089	96,946	10.1	1.3	0.4
MISSOURI B/S	175,528	175,996	113,802	46,759	15,435	174,094	70,872	8.2	1.0	0.4
MISSOURI-GENERAL AMERICAN	366,302	332,273	202,515	98,926	30,832	331,625	283,602	16.7	1.8	0.4
DENVER REGION	493,224	478,825	307,313	137,325	34,187	476,039	277,509	11.2	1.7	0.5
COLORADO B/S	228,010	217,440	144,673	60,945	11,822	216,607	69,822	6.1	0.7	0.1
MONTANA B/S	59,382	58,691	35,364	17,298	6,029	58,372	61,030	22.2	4.6	1.6
NORTH DAKOTA B/S	112,317	106,654	66,576	33,140	6,938	106,290	85,168	15.2	1.9	0.1
NORTH DAKOTA	60,660	56,745	33,794	19,421	3,530	56,598	41,038	13.4	1.5	0.1
SOUTH DAKOTA	51,657	49,909	32,782	13,719	3,408	49,692	44,130	17.4	2.3	0.2
UTAH B/S	71,961	82,577	50,627	23,557	8,393	81,347	44,655	10.8	2.6	1.3
WYOMING-EQUITABLE	21,554	13,463	10,073	2,385	1,005	13,423	16,834	18.5	1.3	0.3
SAN FRANCISCO REGION	2,961,864	2,711,488	1,907,760	521,356	282,372	2,673,754	2,534,439	17.8	2.4	0.6
ARIZONA-NEVADA-AETNA	413,880	398,848	274,320	79,537	44,991	397,372	297,923	15.9	2.1	0.8
ARIZONA	342,671	330,690	228,026	65,437	37,227	329,317	254,416	16.7	2.2	0.7
NEVADA	71,209	68,158	46,294	14,100	7,764	68,055	43,507	12.4	2.0	1.0
CALIFORNIA B/S	1,148,411	999,058	698,532	205,653	94,873	995,658	1,137,642	20.9	4.5	1.2
CALIFORNIA-OCCIDENTAL	1,312,457	1,235,575	887,763	209,760	138,052	1,202,891	1,031,185	15.7	1.0	0.2
HAWAII-AETNA	87,116	78,007	47,145	26,406	4,456	77,833	67,689	17.4	1.1	0.4

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: FEBRUARY, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED				CLAIMS PENDING				
		INCLUDING REPLICATES		APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL		DAYS	
		TOTAL NUMBER	PAID				NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
SEATTLE REGION	723,785	658,771	407,861	202,417	48,493	656,491	370,720	10.9	0.8	0.1
ALASKA-OREGON-AETNA	248,332	229,255	140,233	73,056	15,966	228,262	142,781	12.4	0.9	0.1
ALASKA	7,677	7,934	5,295	1,602	1,037	7,870	2,436	6.6	0.9	0.2
OREGON	240,655	221,321	134,938	71,454	14,929	220,392	140,345	12.6	0.8	0.1
IDAH0-EQUITABLE	83,458	36,032	19,229	13,136	3,667	35,938	60,627	20.1	2.0	0.0*
WASHINGTON B/S	391,995	393,484	248,399	116,225	28,860	392,291	167,312	8.6	0.6	0.1
CLALLAM	6,661	5,070	2,953	1,868	249	5,070	2,108	6.8	0.0*	0.0*
COWLITZ	7,807	10,841	7,236	3,090	515	10,836	5,495	13.8	2.1	0.8
GRAYS HARBOR	7,169	7,242	3,973	2,916	353	7,234	1,652	4.5	0.4	0.0*
KING	153,892	156,567	103,815	41,506	11,246	156,071	68,355	9.1	0.7	0.1
KITSAP	18,093	12,847	8,684	3,375	788	12,839	8,835	10.6	0.2	0.0*
PIERCE	56,704	53,372	33,310	15,211	4,851	53,024	29,320	10.9	0.8	0.2
SKAGIT	12,194	12,284	7,206	4,212	866	12,267	1,499	2.6	0.0*	0.0*
SNOHOMISH	20,946	20,158	11,569	7,109	1,480	20,042	6,770	6.8	0.4	0.1
SPOKANE	90,613	97,346	59,685	30,116	7,545	97,157	35,806	8.3	0.6	0.2
WALLA WALLA	6,661	5,724	3,155	2,299	270	5,724	3,720	11.8	1.0	0.4
WHATCOM	11,255	12,033	6,813	4,523	697	12,027	3,752	6.6	0.2	0.1
RRRB-TRAVELERS	602,764	594,840	390,162	138,804	65,874	593,156	260,894	8.8	0.2	0.0*
AETNA	982,360	930,324	603,223	244,191	82,910	926,476	651,223	14.6	1.4	0.4
EQUITABLE	579,584	350,209	227,005	96,179	27,025	348,266	549,580	20.8	3.0	0.4
NATIONWIDE	1,131,710	1,156,205	730,911	316,594	108,700	1,150,262	711,989	13.5	0.9	0.2
PRUDENTIAL	1,779,179	1,651,054	1,156,578	363,375	131,101	1,641,672	1,476,222	17.4	1.8	0.6
TRAVELERS (RRB-EXCLUDED)	706,286	715,867	458,316	206,636	50,915	714,026	353,590	9.9	0.7	0.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: FEBRUARY, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				HCFA-1500'S				REPLICATE CLAIMS	
	ASSIGN RATE	RATIO PROC/ REC'D	NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED		UNASSIGNED	PERCENT OF UNASS'D 1500'S RECEIVED	PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
					PERCENT OF ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED				
TOTAL	66.8	93.8	5,832,920	25.6	31.4	13.8			0.5	3.7
BOSTON REGION	81.6	98.3	252,651	17.9	21.0	4.1			0.1	4.8
CONNECTICUT GENERAL	65.3	92.1	45,373	14.4	21.7	0.7			0.2	7.5
MASSACHUSETTS B/S	91.9	98.5	156,341	22.1	23.9	2.2			0.1	3.8
MASSACHUSETTS TRI-STATE	67.1	104.9	22,666	9.1	8.3	10.6			0.1	6.4
MAINE	75.0	98.1	1,812	1.6	2.2	0.0			0.1	6.5
NEW HAMPSHIRE	58.3	111.2	8,739	9.8	7.3	13.3			0.0*	6.8
VERMONT	64.8	108.6	12,115	24.3	25.9	21.5			0.0*	5.6
RHODE ISLAND B/S	91.9	99.5	28,271	19.7	21.4	0.0			0.1	0.8
NEW YORK REGION	69.1	86.4	936,372	30.5	35.4	19.6			0.3	3.8
NEW JERSEY-PRUDENTIAL	70.2	91.9	229,300	26.5	36.4	3.2			0.7	1.8
N.Y.-BINGHAMTON B/S	74.4	90.4	83,028	17.3	22.2	2.9			0.5	4.8
N.Y.-NEW YORK B/S	64.5	81.5	558,557	40.2	42.9	35.3			0.0*	4.4
NEW YORK-GROUP HEALTH	76.2	104.3	65,480	37.3	48.9	0.4			0.0	0.8
PUERTO RICO B/S	78.9	67.2	7	0.0*	0.0*	0.0			1.0	14.8
PUERTO RICO	79.3	68.4	7	0.0*	0.0*	0.0			1.0	14.8
VIRGIN ISLANDS	56.5	8.2	0	0.0	0.0	0.0			1.7	18.3
PHILADELPHIA REGION	81.9	97.1	618,298	24.6	28.1	8.9			0.3	2.2
MARYLAND B/S	79.7	89.9	85,796	29.5	29.7	29.1			0.0*	3.3
PENNSYLVANIA B/S	87.1	96.2	420,749	24.9	28.5	0.2			0.3	2.1
DELAWARE	79.0	102.4	8,647	15.8	20.0	0.1			0.2	2.2
DISTRICT OF COLUMBIA	79.9	101.5	79,624	34.4	43.0	0.3			0.2	2.7
PENNSYLVANIA	88.6	95.1	332,478	23.6	26.7	0.2			0.3	2.0
VIRGINIA-TRAVELERS	64.2	104.0	84,077	22.9	27.7	14.3			0.3	1.8
WEST VIRGINIA-NATIONWIDE	72.4	105.0	27,676	17.4	20.5	9.4			0.4	3.0
ATLANTA REGION	62.0	92.8	1,371,335	34.0	43.8	17.9			0.7	5.0
ALABAMA B/S	76.6	98.3	200,949	50.3	53.9	38.2			1.0	3.8
FLORIDA B/S	55.2	94.7	653,269	39.9	53.8	22.8			1.0	7.9
GEORGIA-PRUDENTIAL	69.6	94.9	100,554	23.1	30.7	5.6			0.5	0.8
KENTUCKY B/S	61.5	106.3	67,147	23.6	28.3	16.1			1.2	6.5
MISSISSIPPI-TRAVELERS	70.4	94.7	60,581	29.1	37.5	8.9			0.2	3.1
NORTH CAROLINA-PRUDENTIAL	69.2	92.4	124,837	26.1	35.6	4.9			0.4	3.3
SOUTH CAROLINA B/S	63.7	88.4	100,356	46.4	54.5	32.2			0.0*	0.2
TENNESSEE-EQUITABLE	53.3	68.6	63,642	16.7	27.2	4.8			0.6	2.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: FEBRUARY, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA					REPLICATE CLAIMS	
	TOTAL	PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE	
			ASSIGNED	UNASSIGNED			
	NUMBER		ASS'D. 1500'S RECEIVED	UNASS'D 1500'S RECEIVED			
CHICAGO REGION	1,162,647	29.3	37.6	15.3	0.2	1.7	
ILLINOIS B/S (HCSC)	127,539	15.9	24.5	7.6	0.1	1.7	
INDIANA B/S	94,650	22.2	25.1	18.5	0.4	0.3	
MICHIGAN B/S	515,115	46.7	51.7	10.8	0.0*	0.8	
MINNESOTA B/S	44,726	38.9	40.2	38.2	0.4	5.0	
MINNESOTA-TRAVELERS	59,922	45.7	48.9	42.2	0.4	2.9	
OHIO-NATIONWIDE	239,168	24.6	33.6	12.5	0.5	3.0	
WISCONSIN B/S	81,527	19.7	19.1	20.9	0.0	1.1	
DALLAS REGION	340,157	17.2	22.9	7.5	0.5	5.5	
ARKANSAS B/S	33,754	13.6	16.3	6.6	0.3	3.5	
LA.-ARK. B/S	42,205	14.4	17.7	6.3	0.8	6.7	
NEW MEXICO-EQUITABLE	14,642	15.5	21.0	7.6	0.6	8.7	
OKLAHOMA-AETNA	41,332	17.7	26.7	9.5	0.5	2.2	
TEXAS B/S	208,224	18.8	25.7	7.3	0.5	6.3	
KANSAS CITY REGION	313,329	29.2	36.2	19.0	0.5	8.1	
IOWA B/S	61,358	18.3	25.3	11.4	0.8	4.3	
IOWA	56,491	25.3	31.3	18.4	0.6	3.8	
NEBRASKA	4,867	4.3	10.3	0.0*	1.3	5.5	
KANSAS B/S	48,691	24.8	26.5	20.8	0.0*	2.6	
MISSOURI B/S	72,351	41.2	48.7	20.0	1.1	24.3	
MISSOURI-GENERAL AMERICAN	130,929	35.7	43.7	25.9	0.2	6.7	
DENVER REGION	51,000	10.3	9.0	11.7	0.6	5.9	
COLORADO B/S	22,570	9.9	9.9	9.9	0.4	6.2	
MONTANA B/S	159	0.3	0.1	0.4	0.5	5.9	
NORTH DAKOTA B/S	24,806	22.1	18.5	24.2	0.3	2.5	
NORTH DAKOTA	20,081	33.1	25.1	38.8	0.3	2.4	
SOUTH DAKOTA	4,725	9.1	8.8	9.3	0.4	2.7	
UTAH B/S	2,939	4.1	2.8	5.9	1.5	10.3	
WYOMING-EQUITABLE	526	2.4	6.2	0.0	0.3	0.3	
SAN FRANCISCO REGION	688,458	23.2	28.0	12.2	1.4	3.1	
ARIZONA-NEVADA-AETNA	85,316	20.6	29.3	8.4	0.4	3.5	
ARIZONA	74,150	21.6	32.4	8.9	0.4	3.6	
NEVADA	11,166	15.7	19.0	3.5	0.2	3.2	
CALIFORNIA B/S	267,105	23.3	27.9	13.0	0.3	4.7	
CALIFORNIA-OCCIDENTAL	330,440	25.2	29.0	13.8	2.6	1.8	
HAWAII-AETNA	5,597	6.4	6.0	7.1	0.2	3.7	

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: FEBRUARY, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS	PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
	TOTAL		HCFA-1500'S				
	NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED	UNASSIGNED			
SEATTLE REGION	46.6	91.0	13.0	18.0	0.3	2.7	
ALASKA-OREGON-AETNA							
ALASKA	41.9	92.3	15.2	17.8	0.4	2.6	
OREGON	59.3	103.3	0.0	0.0	0.8	4.7	
IDAHO-EQUITABLE	41.3	92.0	15.7	18.6	0.4	2.5	
WASHINGTON B/S	44.2	43.2	11.1	11.9	0.3	0.3	
CLALLAM	50.1	100.4	12.0	19.2	0.3	3.0	
COWLITZ	25.0	76.1	1.7	6.8	0.0	11.8	
GRAYS HARBOR	50.9	138.9	0.7	0.8	0.0*	3.4	
KING	57.1	101.0	0.0	0.0	0.1	3.4	
KITSAP	51.0	101.7	16.6	27.3	0.3	2.0	
PIERCE	36.7	71.0	5.4	14.8	0.1	5.5	
SKAGIT	51.0	94.1	7.3	4.8	0.7	1.6	
SNOHOMISH	30.4	100.7	18.7	14.0	0.1	3.3	
SPOKANE	46.6	96.2	3.4	6.0	0.6	5.9	
WALLA WALLA	56.4	107.4	14.1	23.6	0.2	2.4	
WHATCOM	33.9	85.9	0.0	0.0	0.0	11.1	
	52.5	106.9	5.1	9.2	0.0*	10.9	
RRB-TRAVELERS	62.7	98.7	0.7	0.8	0.3	1.4	
AETNA							
EQUITABLE	52.1	94.7	17.3	23.9	0.4	3.0	
NATIONWIDE	52.4	60.4	15.2	23.6	0.6	2.6	
PRUDENTIAL	59.4	102.2	23.6	31.4	0.5	3.0	
TRAVELERS (RRB-EXCLUDED)	69.8	92.8	25.6	34.8	0.6	1.9	
	63.8	101.4	29.0	34.1	0.3	2.4	

* LESS THAN 0.05

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: FEBRUARY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:

FEBRUARY, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS			
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS
TOTAL	21,265,778	17.8	53.8	88.1	97.2	99.0	65.5	85.5	95.6
BOSTON REGION	1,387,844	19.4	54.7	85.1	94.6	97.6	56.3	75.3	88.6
CONNECTICUT GENERAL MASSACHUSETTS B/S	287,342	27.2	14.7	74.8	95.2	98.8	60.3	84.5	97.5
MAINE	695,250	17.3	65.7	88.1	94.0	97.0	53.0	69.5	82.6
NEW HAMPSHIRE	262,503	20.0	54.9	85.4	95.0	97.8	51.2	72.0	86.6
VERMONT	109,360	17.3	68.3	89.5	96.3	98.3	55.0	74.3	86.3
RHODE ISLAND B/S	99,042	22.2	45.3	82.3	93.9	97.5	49.9	70.6	87.0
	54,101	21.1	45.3	83.1	94.1	97.2	46.7	70.2	86.5
	142,749	12.8	81.7	90.2	95.6	97.8	68.5	79.2	91.9
NEW YORK REGION	2,566,346	20.7	38.5	83.9	97.7	99.2	60.7	85.9	96.3
NEW JERSEY-PRUDENTIAL	795,564	20.4	48.4	84.4	97.2	98.9	78.9	89.4	95.7
N.Y.-BINGHAMTON B/S	434,481	17.4	33.0	94.1	98.9	99.7	62.3	91.6	98.0
N.Y.-NEW YORK B/S	1,047,389	21.3	34.7	83.1	97.7	99.3	58.9	86.5	98.2
NEW YORK-GROUP HEALTH	183,044	17.8	51.2	90.3	98.4	99.6	46.2	93.4	98.1
PUERTO RICO B/S	105,868	36.1	2.0	35.3	96.1	98.2	26.6	62.3	87.9
PUERTO RICO	105,627	36.1	1.9	35.3	96.1	98.2	26.9	61.9	87.8
VIRGIN ISLANDS	241	31.6	31.1	61.4	91.7	97.5	3.6	93.5	96.3
PHILADELPHIA REGION	2,437,188	12.5	78.4	94.3	98.0	99.1	78.3	89.8	96.7
MARYLAND B/S	261,082	20.3	47.7	86.3	94.6	98.2	75.3	85.7	94.2
PENNSYLVANIA B/S	1,628,394	10.0	89.4	95.9	98.4	99.1	79.9	90.2	97.0
DELAWARE	56,078	5.9	93.6	96.8	99.1	99.6	72.1	83.8	94.3
DISTRICT OF COLUMBIA	235,264	9.2	90.4	95.5	98.3	99.4	74.4	87.1	96.0
PENNSYLVANIA	1,337,052	10.3	89.1	95.9	98.3	99.0	80.8	90.8	97.2
VIRGINIA-TRAVELERS	381,073	14.1	78.0	94.1	98.6	99.2	82.7	93.3	97.9
WEST VIRGINIA-NATIONWIDE	166,639	21.0	19.6	92.3	98.6	99.7	70.7	92.1	98.6
ATLANTA REGION	3,749,659	15.8	63.7	89.6	97.4	98.8	70.7	86.7	96.0
ALABAMA B/S	393,178	8.4	87.5	96.3	99.0	99.6	74.4	88.2	96.1
FLORIDA B/S	1,549,193	14.3	76.3	90.0	96.0	97.9	68.0	82.1	93.3
GEORGIA-PRUDENTIAL	414,172	15.8	57.7	91.5	98.1	99.2	86.8	93.9	98.0
KENTUCKY B/S	302,154	22.2	24.6	83.4	97.8	99.5	60.6	86.5	96.5
MISSISSIPPI-TRAVELERS	197,557	16.2	54.3	92.0	98.3	99.2	71.2	93.4	99.2
NORTH CAROLINA-PRUDENTIAL	441,318	17.4	62.6	94.0	98.3	99.4	78.7	86.2	96.5
SOUTH CAROLINA B/S	191,135	14.8	67.5	86.6	98.0	99.5	82.9	93.0	97.4
TENNESSEE-EQUITABLE	260,952	25.6	14.0	75.0	98.6	99.4	51.1	85.9	97.7

REFERENCE

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
FEBRUARY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
FEBRUARY, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS			
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS
CHICAGO REGION	3,984,087	17.5	57.3	86.8	96.7	2,330,391	60.8	80.3	93.3
ILLINOIS B/S (HCSC)	807,474	17.5	67.2	88.2	96.9	404,288	69.5	87.8	96.0
INDIANA B/S	370,197	19.8	59.1	64.2	95.2	348,918	33.9	62.4	93.2
MICHIGAN B/S	1,128,390	17.6	70.8	83.9	94.5	665,688	53.3	69.5	90.0
MINNESOTA B/S	119,553	15.9	62.5	89.7	96.8	57,654	63.0	79.0	92.0
MINNESOTA-TRAVELERS	137,237	14.9	49.6	95.6	98.2	59,475	78.8	91.5	97.0
OHIO-NATIONWIDE	989,566	19.2	26.0	93.1	98.6	607,398	72.6	93.3	98.7
WISCONSIN B/S	431,670	12.3	74.7	93.1	97.8	186,970	74.1	90.3	98.1
DALLAS REGION	1,689,155	22.5	28.9	85.2	96.7	1,546,315	61.1	88.6	97.4
ARKANSAS B/S	235,381	24.4	12.1	88.3	99.0	207,243	67.9	95.5	99.3
LA.-ARK. B/S	255,561	26.8	17.9	82.3	95.4	280,749	60.6	87.5	96.0
NEW MEXICO-EQUITABLE	39,762	32.2	9.4	39.8	95.4	118,439	41.0	80.0	98.4
OKLAHOMA-AETNA	222,656	18.8	33.0	94.5	99.0	142,141	72.3	95.1	99.1
TEXAS B/S	935,795	21.3	35.9	85.0	95.9	797,743	60.5	87.4	96.9
KANSAS CITY REGION	1,030,045	16.6	57.8	89.0	97.9	612,787	67.7	89.6	97.6
IOWA B/S	351,468	14.8	63.5	94.8	99.2	164,238	78.3	92.8	99.1
IOWA	239,719	13.7	67.1	96.0	99.4	101,474	78.3	93.9	99.3
NEBRASKA	111,749	17.1	55.7	92.3	98.9	62,764	78.3	91.0	98.7
KANSAS B/S	170,308	12.5	79.3	92.3	97.6	94,075	75.8	87.4	96.1
MISSOURI B/S	175,996	12.1	76.8	93.4	97.3	70,872	65.6	87.5	94.7
MISSOURI-GENERAL AMERICAN	332,273	23.1	30.7	78.8	97.0	283,602	59.4	89.0	97.9
DENVER REGION	476,133	17.3	68.0	85.3	97.2	269,659	63.1	84.5	95.6
COLORADO B/S	217,440	11.9	89.1	94.5	98.6	66,190	74.2	88.5	97.6
MONTANA B/S	58,691	30.6	16.9	69.3	90.8	61,030	56.5	79.3	92.8
NORTH DAKOTA B/S	103,962	20.9	50.4	71.3	99.2	83,473	56.4	87.7	99.2
NORTH DAKOTA	55,399	18.6	58.4	76.8	99.5	40,192	60.3	88.9	99.4
SOUTH DAKOTA	48,563	23.4	41.3	65.0	98.8	43,281	52.8	86.5	99.0
UTAH B/S	82,577	18.8	68.6	89.1	95.5	42,132	59.0	76.0	88.0
WYOMING-EQUITABLE	13,463	9.4	80.8	91.5	99.2	16,834	87.0	93.0	98.4
SAN FRANCISCO REGION	2,692,415	21.7	29.5	86.2	97.0	2,501,870	66.2	86.3	96.4
ARIZONA-NEVADA-AETNA	398,120	21.9	34.2	85.7	96.1	296,900	68.7	86.6	95.2
ARIZONA	330,116	22.3	28.5	85.5	96.3	253,581	68.1	87.0	95.7
NEVADA	68,004	19.6	62.0	86.7	95.1	43,319	72.6	84.1	92.2
CALIFORNIA B/S	981,193	23.9	28.5	81.7	95.2	1,106,213	48.6	78.6	94.5
CALIFORNIA-OCCIDENTAL	1,235,570	19.9	28.1	89.6	98.5	1,031,185	85.0	93.8	98.8
HAWAII-AETNA	77,532	20.9	40.3	91.9	98.5	67,572	56.5	93.9	97.8

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
FEBRUARY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:

FEBRUARY, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS							
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS
SEATTLE REGION	658,066	13.6	70.6	94.6	99.0	99.8	74.6	92.4	98.9	370,190	74.6	92.4	98.9
ALASKA-OREGON-AETNA	228,550	16.0	53.6	93.3	98.7	99.8	71.6	93.2	98.9	142,251	71.6	93.2	98.9
ALASKA	7,876	11.5	83.4	92.7	98.4	99.8	70.6	86.1	97.0	2,418	70.6	86.1	97.0
OREGON	220,674	16.2	52.5	93.4	98.7	99.8	71.6	93.3	99.0	139,833	71.6	93.3	99.0
IDAHO-EQUITABLE	36,032	15.6	54.1	98.2	99.9	100.0	71.1	90.3	99.8	60,627	71.1	90.3	99.8
WASHINGTON B/S	393,484	12.0	82.0	94.9	99.1	99.7	78.4	92.5	98.4	167,312	78.4	92.5	98.4
CLALLAM	5,070	5.7	98.7	100.0	100.0	100.0	98.4	99.8	100.0	2,108	98.4	99.8	100.0
COWLITZ	10,841	23.7	22.7	85.2	95.2	98.1	69.9	85.0	94.0	5,495	69.9	85.0	94.0
GRAYS HARBOR	7,242	8.3	96.0	98.6	99.8	100.0	82.9	90.8	99.6	1,652	82.9	90.8	99.6
KING	156,567	12.1	81.0	93.6	99.4	99.9	74.2	91.8	99.1	68,355	74.2	91.8	99.1
KITSAP	12,847	8.2	93.8	97.5	99.6	99.9	94.0	98.0	99.6	8,835	94.0	98.0	99.6
PIERCE	53,372	14.3	79.5	94.6	98.5	99.5	78.8	92.4	97.9	29,320	78.8	92.4	97.9
SKAGIT	12,284	4.5	98.3	99.7	100.0	100.0	94.9	99.3	100.0	1,499	94.9	99.3	100.0
SNOHOMISH	20,158	10.0	90.3	96.9	99.3	99.8	83.7	94.7	98.4	6,770	83.7	94.7	98.4
SPOKANE	97,346	11.8	82.8	96.1	99.0	99.6	79.1	92.5	98.0	35,806	79.1	92.5	98.0
WALLA WALLA	5,724	13.6	85.7	94.0	97.4	99.0	82.5	91.7	96.4	3,720	82.5	91.7	96.4
WHATCOM	12,033	11.2	92.3	98.2	99.6	99.8	88.6	96.9	98.9	3,752	88.6	96.9	98.9
RRB-TRAVELERS	594,840	13.7	76.8	96.0	98.4	99.0	88.7	97.6	99.6	260,894	88.7	97.6	99.6
AETNA	926,858	19.6	39.2	90.2	97.6	99.4	68.8	90.7	97.1	648,864	68.8	90.7	97.1
EQUITABLE	350,209	24.7	20.2	74.0	98.4	99.4	52.2	85.4	98.1	545,304	52.2	85.4	98.1
NATIONWIDE	1,156,205	19.5	25.1	93.0	98.6	99.7	72.4	93.1	98.7	711,989	72.4	93.1	98.7
PRUDENTIAL	1,651,054	18.5	54.5	88.8	97.7	99.1	80.8	89.6	96.5	1,476,222	80.8	89.6	96.5
TRAVELERS (RRB-EXCLUDED)	715,867	14.8	66.0	93.8	98.5	99.2	77.7	93.0	98.3	353,590	77.7	93.0	98.3

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
FEBRUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-90 DAYS			1-15 DAYS	1-30 DAYS	1-90 DAYS
TOTAL	14,448,026	16.6	58.1	89.1	97.3	6,817,752	20.4	44.8	86.0	96.8
BOSTON REGION	1,103,803	18.0	62.1	85.4	94.7	284,041	24.6	26.3	83.9	94.2
CONNECTICUT GENERAL MASSACHUSETTS B/S	163,677	26.4	25.0	68.4	95.3	123,665	28.2	1.0	83.3	95.2
MASSACHUSETTS TRI-STATE	638,369	16.7	68.3	88.6	94.3	56,881	24.2	36.0	82.4	91.3
MAINE	171,328	19.6	58.8	85.4	94.8	91,175	20.7	47.7	85.5	95.3
NEW HAMPSHIRE	82,680	17.5	66.9	89.6	96.1	26,680	16.8	72.9	89.1	97.2
VERMONT	54,831	22.1	51.3	80.5	93.5	44,211	22.4	37.9	84.4	94.4
RHODE ISLAND B/S	33,817	20.5	51.1	83.0	93.8	20,284	22.2	35.7	83.2	94.6
	130,429	12.1	82.2	90.8	96.1	12,320	20.2	76.5	84.2	90.1
NEW YORK REGION	1,892,447	19.8	43.5	84.2	97.6	673,899	23.5	24.3	83.1	97.9
NEW JERSEY-PRUDENTIAL	539,375	19.5	54.0	84.5	97.1	256,189	22.4	36.7	84.2	97.3
N.Y.-BINGHAMTON B/S	324,936	16.4	36.9	94.8	99.0	109,545	20.4	21.4	91.9	98.4
N.Y.-NEW YORK B/S	788,548	19.9	42.0	84.5	97.4	258,841	25.7	12.2	79.0	98.4
NEW YORK-GROUP HEALTH	141,165	16.7	55.8	90.2	98.3	41,879	21.3	35.4	90.6	98.4
PUERTO RICO B/S	98,423	35.6	2.1	36.7	96.2	7,445	42.4	0.9	17.3	94.1
PUERTO RICO	98,291	35.6	2.0	36.7	96.2	7,336	42.6	0.5	16.6	94.1
VIRGIN ISLANDS	132	32.3	34.8	61.4	90.9	109	30.8	26.6	61.5	92.7
PHILADELPHIA REGION	1,978,315	11.5	81.2	94.9	98.1	458,873	16.7	66.3	91.6	97.7
MARYLAND B/S	207,482	20.1	48.2	86.2	94.2	53,600	21.1	45.8	86.8	96.0
PENNSYLVANIA B/S	1,400,295	9.2	91.3	96.5	98.5	228,099	15.1	77.9	92.1	97.4
DELAWARE	43,803	5.7	93.9	96.8	99.2	12,275	6.4	92.8	96.5	98.8
DISTRICT OF COLUMBIA	186,013	8.1	91.8	96.1	98.6	49,251	13.3	85.2	93.2	97.3
PENNSYLVANIA	1,170,479	9.5	91.1	96.5	98.5	166,573	16.3	74.7	91.4	97.4
VIRGINIA-TRAVELERS	251,123	13.6	79.7	94.7	98.6	129,950	15.0	74.8	93.0	98.7
WEST VIRGINIA-NATIONWIDE	119,415	19.8	23.2	92.9	98.7	47,224	23.9	10.5	90.9	98.3
ATLANTA REGION	2,419,153	14.3	64.6	91.1	97.5	1,330,506	18.4	61.9	87.1	97.2
ALABAMA B/S	300,695	7.9	88.7	96.8	99.1	92,483	10.2	83.7	94.8	98.6
FLORIDA B/S	948,603	13.8	76.1	89.7	95.7	600,590	15.2	76.6	90.3	96.5
GEORGIA-PRUDENTIAL	282,412	14.6	62.0	93.0	98.4	131,760	18.4	48.6	88.5	97.4
KENTUCKY B/S	181,450	19.5	30.4	90.8	98.6	120,704	26.3	15.9	72.4	96.6
MISSISSIPPI-TRAVELERS	142,563	15.1	60.2	92.6	98.4	54,994	19.0	39.0	90.6	98.3
NORTH CAROLINA-PRUDENTIAL	289,221	15.0	48.8	93.3	98.4	152,097	22.0	88.7	95.3	98.2
SOUTH CAROLINA B/S	117,321	10.8	75.4	94.8	99.1	73,814	21.2	54.8	73.6	96.3
TENNESSEE-EQUITABLE	156,888	24.4	19.1	76.7	98.8	104,064	27.4	6.4	72.3	98.4

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
FEBRUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-90 DAYS			1-15 DAYS	1-30 DAYS	1-90 DAYS
CHICAGO REGION	2,581,404	16.0	63.6	88.4	99.0	1,402,683	20.3	45.8	83.9	98.9
ILLINOIS B/S (HCSC)	480,946	16.0	71.4	90.4	99.4	326,528	19.8	61.1	84.9	99.0
INDIANA B/S	200,592	15.5	68.6	74.7	96.1	169,605	24.9	47.8	51.7	94.2
MICHIGAN B/S	990,563	16.6	72.3	85.1	95.0	137,827	24.6	60.1	75.7	91.0
MINNESOTA B/S	44,551	15.9	61.7	89.9	96.8	75,002	15.9	62.9	89.7	96.7
MINNESOTA-TRAVELERS	72,851	14.4	53.4	95.6	98.0	64,386	15.5	45.3	95.6	98.5
OHIO-NATIONWIDE	555,162	16.7	36.0	94.2	98.9	434,404	22.5	13.2	91.8	98.3
WISCONSIN B/S	236,739	12.3	75.0	93.5	97.8	194,931	12.3	74.4	92.5	97.8
DALLAS REGION	1,052,863	20.7	35.2	88.1	97.2	636,292	25.6	18.4	80.6	95.8
ARKANSAS B/S	163,107	23.2	14.5	92.0	98.9	72,274	27.0	6.8	80.1	99.2
LA.-ARK. B/S	163,026	24.4	24.0	86.4	96.3	92,535	31.1	7.2	75.0	93.9
NEW MEXICO-EQUITABLE	23,688	30.5	12.5	45.9	95.9	16,074	34.7	4.8	30.9	94.7
OKLAHOMA-AETNA	113,058	17.1	44.0	95.2	99.1	109,598	20.5	21.7	93.8	98.9
TEXAS B/S	589,984	19.2	43.2	87.8	96.7	345,811	25.0	23.5	80.3	94.6
KANSAS CITY REGION	587,566	14.3	68.6	91.2	98.1	442,479	19.7	43.4	86.0	97.7
IOWA B/S	168,310	12.0	79.4	96.9	99.5	183,158	17.3	48.8	92.8	99.0
IOWA	123,376	11.5	80.4	97.4	99.6	116,343	16.0	53.0	94.4	99.2
NEBRASKA	44,934	13.5	76.8	95.6	99.4	66,815	19.6	41.5	90.0	98.5
KANSAS B/S	117,750	12.1	80.4	93.5	97.8	52,558	13.5	77.0	89.5	97.1
MISSOURI B/S	132,134	10.5	84.4	94.4	97.5	43,862	17.0	53.7	90.2	96.8
MISSOURI-GENERAL AMERICAN	169,372	21.1	37.4	81.4	97.2	162,901	25.1	23.7	76.1	96.8
DENVER REGION	243,472	16.1	73.0	87.1	97.4	232,661	18.5	62.7	83.4	97.1
COLORADO B/S	125,360	11.1	91.1	95.1	98.8	92,080	12.9	86.3	93.6	98.3
MONTANA B/S	24,251	30.0	24.4	64.5	91.2	34,440	31.1	11.6	72.7	90.6
NORTH DAKOTA B/S	39,221	21.5	48.0	71.0	99.1	64,741	20.5	51.8	71.5	99.2
NORTH DAKOTA	22,651	20.3	52.7	73.2	99.4	32,748	17.5	62.3	79.3	99.5
SOUTH DAKOTA	16,570	23.1	41.6	68.0	98.7	31,993	23.6	41.1	63.4	98.9
UTAH B/S	49,433	18.7	69.6	89.8	95.4	33,144	18.9	67.0	87.9	95.7
WYOMING-EQUITABLE	5,207	8.0	84.3	95.6	99.3	8,256	10.3	78.6	88.8	99.1
SAN FRANCISCO REGION	1,914,155	21.1	31.5	86.3	97.6	778,260	23.1	24.5	86.1	95.3
ARIZONA-NEVADA-AETNA	232,061	20.7	44.1	85.1	96.2	166,059	23.5	20.4	86.5	96.0
ARIZONA	178,517	21.2	38.5	84.4	96.4	151,599	23.7	16.8	86.7	96.3
NEVADA	53,544	19.0	62.8	87.6	95.5	14,460	21.6	59.1	83.3	93.7
CALIFORNIA B/S	674,022	23.1	30.0	82.3	96.5	307,171	25.6	25.1	80.6	92.5
CALIFORNIA-OCCIDENTAL	957,597	19.8	29.2	89.0	98.8	277,973	20.3	24.6	91.5	97.7
HAWAII-AETNA	50,475	20.7	39.1	92.8	98.7	27,057	21.2	42.5	90.1	98.2

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
FEBRUARY, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME
			1-15 DAYS	1-30 DAYS	1-90 DAYS			1-15 DAYS	1-30 DAYS	1-90 DAYS		
SEATTLE REGION	306,378	12.9	74.1	94.7	98.9	351,688	14.2	67.5	94.5	99.0	99.8	99.8
ALASKA-OREGON-AETNA	97,155	14.6	62.7	93.6	98.6	131,395	17.1	46.8	93.1	98.7	99.8	99.8
ALASKA	5,005	10.6	85.3	93.7	98.7	2,871	13.2	80.0	90.8	97.9	99.8	99.8
OREGON	92,150	14.8	61.5	93.6	98.6	128,524	17.2	46.1	93.2	98.8	99.8	99.8
IDAHO-EQUITABLE	11,525	15.1	53.8	98.4	99.9	24,507	15.9	54.3	98.2	100.0	100.0	100.0
WASHINGTON B/S	197,698	12.0	80.9	95.0	99.0	195,786	12.1	83.1	94.9	99.1	99.8	99.8
CLALLAM	1,333	5.0	99.2	99.9	100.0	3,737	5.9	98.6	100.0	100.0	100.0	100.0
COWLITZ	5,840	22.5	32.5	86.4	95.6	5,001	25.2	11.2	83.8	94.7	98.0	98.0
GRAYS HARBOR	3,988	8.3	95.3	98.4	99.8	3,254	8.4	96.7	98.9	99.9	100.0	100.0
KING	78,971	11.9	79.9	94.1	99.3	77,596	12.4	82.2	93.1	99.5	100.0	100.0
KITSAP	5,072	8.4	92.5	97.1	99.4	7,775	8.0	94.7	97.8	99.7	99.9	99.9
PIERCE	26,366	14.5	78.3	94.7	98.6	27,006	14.2	80.7	94.6	98.5	99.5	99.5
SKAGIT	3,796	3.9	98.0	99.8	100.0	8,488	4.8	98.5	99.7	100.0	100.0	100.0
SNOHOMISH	9,622	9.9	89.0	96.4	99.1	10,536	10.1	91.4	97.3	99.4	99.8	99.8
SPOKANE	54,671	11.5	82.3	96.0	98.9	42,675	12.2	83.5	96.2	99.0	99.7	99.7
WALLA WALLA	1,803	14.6	83.8	92.8	96.8	3,921	13.2	86.6	94.5	97.6	99.1	99.1
WHATCOM	6,236	10.5	92.5	98.1	99.5	5,797	11.9	92.2	98.3	99.6	99.9	99.9
RRB-TRAVELERS	368,470	13.4	80.5	96.0	98.1	226,370	14.1	70.8	95.8	98.7	99.3	99.3
AETNA	492,749	18.7	47.2	89.9	97.6	434,109	20.7	30.1	90.6	97.7	99.5	99.5
EQUITABLE	197,308	24.2	22.0	74.8	98.5	152,901	25.4	17.8	73.0	98.3	99.4	99.4
NATIONWIDE	674,577	17.2	33.7	93.9	98.9	481,628	22.6	13.0	91.7	98.3	99.7	99.7
PRUDENTIAL	1,111,008	17.1	54.7	89.0	97.8	540,046	21.3	54.2	88.4	97.6	99.1	99.1
TRAVELERS (RRB-EXCLUDED)	466,537	14.2	69.6	94.2	98.4	249,330	16.0	59.3	93.2	98.6	99.4	99.4

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
FEBRUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION
		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	1-15 DAYS	1-30 DAYS	1-60 DAYS		
TOTAL	9,326,436	65.5	85.4	95.3	97.4	65.3	85.7	96.0	5,517,791	98.2
BOSTON REGION	821,907	56.4	75.2	88.4	93.0	56.3	75.7	89.4	244,043	94.2
CONNECTICUT GENERAL MASSACHUSETTS B/S	216,678	60.2	85.1	98.2	99.6	60.6	83.1	96.0	110,803	98.9
MASSACHUSETTS TRI-STATE	415,070	53.6	69.9	83.0	89.2	48.8	66.4	80.1	57,709	86.8
MAINE	113,309	51.5	73.3	87.0	93.1	50.8	69.5	85.8	59,567	93.0
NEW HAMPSHIRE	52,341	54.5	74.3	86.4	92.4	56.5	74.3	85.9	15,878	92.1
VERMONT	39,915	48.8	72.3	88.0	94.1	51.5	68.3	85.6	29,050	93.4
RHODE ISLAND B/S	21,053	49.0	72.7	86.6	92.8	43.3	66.5	86.2	14,639	93.2
	76,850	67.5	78.8	92.3	95.0	73.5	80.9	90.0	15,964	93.6
NEW YORK REGION	1,721,012	62.8	86.3	96.3	97.8	54.9	84.6	96.3	619,343	97.9
NEW JERSEY-PRUDENTIAL	530,227	81.9	91.1	96.3	97.9	68.9	83.9	93.7	158,824	96.0
N.Y.-BINGHAMTON B/S	184,698	63.7	91.7	98.0	99.4	58.7	91.3	97.9	72,066	99.4
N.Y.-NEW YORK B/S	654,122	61.7	86.6	97.9	99.5	53.0	86.4	98.7	299,874	99.8
NEW YORK-GROUP HEALTH	154,528	46.9	63.9	98.3	99.2	43.0	91.0	97.3	34,750	98.5
PUERTO RICO B/S	197,437	26.6	62.0	87.9	89.5	26.7	63.4	87.8	53,829	90.0
PUERTO RICO	195,669	26.8	61.7	87.8	89.4	27.3	62.6	87.5	52,566	89.8
VIRGIN ISLANDS	1,768	5.7	90.7	94.3	99.5	0.7	97.5	99.2	1,263	99.5
PHILADELPHIA REGION	832,535	80.5	90.8	96.8	98.5	69.8	85.9	96.0	203,946	98.5
MARYLAND B/S	186,689	75.4	86.0	94.0	97.2	74.9	84.6	95.0	48,435	97.7
PENNSYLVANIA B/S	469,979	83.1	91.7	97.3	98.7	56.4	79.3	94.3	64,697	97.8
DELAWARE	9,955	75.9	86.0	95.1	97.6	33.0	61.4	86.7	981	94.2
DISTRICT OF COLUMBIA	50,592	79.1	89.6	96.8	98.1	53.9	75.9	92.5	11,402	96.3
PENNSYLVANIA	409,432	83.8	92.1	97.5	98.8	57.4	80.4	94.8	52,314	98.2
VIRGINIA-TRAVELERS	104,268	83.8	94.4	98.2	99.3	80.7	91.3	97.5	57,822	99.3
WEST VIRGINIA-NATIONWIDE	71,599	71.5	92.3	98.8	99.8	69.2	91.5	98.3	32,992	99.8
ATLANTA REGION	1,547,584	73.7	87.2	96.1	97.9	65.8	85.9	95.9	961,751	98.1
ALABAMA B/S	92,497	75.9	88.8	96.0	97.5	70.3	86.3	96.3	33,081	97.9
FLORIDA B/S	430,360	63.9	77.3	91.3	94.8	72.8	87.7	95.6	378,403	97.4
GEORGIA-PRUDENTIAL	247,894	89.0	95.3	98.4	99.4	82.2	90.9	97.0	110,903	98.8
KENTUCKY B/S	113,737	65.7	88.8	97.0	98.8	54.2	83.6	95.9	89,581	98.6
MISSISSIPPI-TRAVELERS	87,221	76.6	95.5	99.2	99.8	60.7	89.3	99.3	44,804	99.8
NORTH CAROLINA-PRUDENTIAL	331,047	86.0	91.2	98.0	99.2	53.9	69.2	91.4	97,327	97.1
SOUTH CAROLINA B/S	72,666	85.0	95.4	98.5	99.2	77.9	87.2	94.7	30,410	97.9
TENNESSEE-EQUITABLE	172,162	50.8	83.6	97.6	98.8	51.4	88.2	97.7	177,242	99.1

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
FEBRUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			
		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	1,318,593	60.1	79.4	92.2	95.2	1,011,798	61.8	81.4	94.8	97.6
ILLINOIS B/S (HCSC)	141,501	55.1	83.2	94.8	97.9	262,787	77.3	90.2	96.7	98.7
INDIANA B/S	160,877	39.1	66.8	93.1	97.0	188,041	29.5	58.6	93.3	97.9
MICHIGAN B/S	549,998	55.1	71.0	86.1	90.4	115,690	44.7	62.6	81.4	87.9
MINNESOTA B/S	21,513	63.5	79.9	92.1	96.2	36,141	62.6	78.5	92.0	96.3
MINNESOTA-TRAVELERS	30,704	78.1	90.7	96.5	98.7	28,771	79.5	92.3	97.5	99.1
OHIO-NATIONWIDE	311,581	75.2	94.1	98.9	99.7	295,817	69.9	92.5	98.5	99.8
WISCONSIN B/S	102,419	74.5	90.9	98.1	99.6	84,551	73.6	89.5	98.1	99.6
DALLAS REGION	909,523	60.9	89.8	97.7	99.1	636,792	61.4	87.0	96.9	98.8
ARKANSAS B/S	148,340	68.8	95.7	99.3	99.7	58,903	65.8	95.0	99.4	99.8
LA.-ARK. B/S	182,780	61.4	90.0	96.8	98.9	97,969	59.2	82.7	94.5	97.6
NEW MEXICO-EQUITABLE	69,593	12.3	76.7	98.4	99.4	48,846	81.8	84.7	98.4	99.4
OKLAHOMA-AETNA	59,559	74.7	94.6	99.1	99.8	82,582	70.5	95.4	99.1	99.7
TEXAS B/S	449,251	63.8	89.1	97.3	98.8	348,492	56.2	85.1	96.4	98.6
KANSAS CITY REGION	327,980	71.5	90.4	97.4	98.7	284,807	63.4	88.6	97.7	99.1
IOWA B/S	68,048	83.5	95.1	99.3	99.8	96,190	74.7	91.2	98.9	99.7
IOWA	46,500	83.5	95.4	99.4	99.8	54,974	74.0	92.6	99.3	99.8
NEBRASKA	21,548	83.7	94.3	99.1	99.7	41,216	75.5	89.3	98.4	99.6
KANSAS B/S	67,015	79.3	89.4	96.6	98.2	27,060	67.2	82.4	94.9	97.4
MISSOURI B/S	43,525	69.6	86.1	93.6	96.3	27,347	59.2	89.6	96.4	97.8
MISSOURI-GENERAL AMERICAN	149,392	63.0	90.0	98.1	99.2	134,210	55.3	87.8	97.7	99.2
DENVER REGION	123,091	63.8	84.1	94.8	97.0	146,568	62.5	84.8	96.2	98.6
COLORADO B/S	34,943	75.3	88.9	97.8	99.3	31,247	72.9	88.1	97.4	99.1
MONTANA B/S	24,575	56.3	79.5	92.9	96.8	36,455	56.7	79.2	92.8	97.5
NORTH DAKOTA B/S	31,378	57.0	87.8	99.2	100.0	52,095	56.0	87.6	99.2	100.0
NORTH DAKOTA	17,812	60.3	88.9	99.4	100.0	22,380	60.3	88.9	99.4	100.0
SOUTH DAKOTA	13,566	52.7	86.4	99.0	99.9	29,715	52.8	86.6	99.1	100.0
UTAH B/S	25,739	58.0	75.0	86.0	90.0	16,393	60.6	77.6	91.1	95.1
WYOMING-EQUITABLE	6,456	85.8	94.6	98.9	99.7	10,378	87.8	92.0	98.0	99.8
SAN FRANCISCO REGION	1,400,292	59.2	84.2	96.4	98.6	1,101,578	75.1	88.9	96.5	98.8
ARIZONA-NEVADA-AETNA	164,894	69.4	86.3	95.0	97.5	132,006	67.9	86.9	95.5	98.3
ARIZONA	131,469	68.4	86.8	95.7	98.1	122,112	67.7	87.3	95.7	98.4
NEVADA	33,425	73.0	84.5	92.1	95.3	9,894	71.1	83.0	92.7	96.5
CALIFORNIA B/S	744,736	47.6	79.4	95.4	98.3	361,477	50.7	77.0	92.5	97.7
CALIFORNIA-OCCIDENTAL	449,200	74.9	90.3	98.4	99.4	581,985	92.7	96.6	99.1	99.7
HAWAII-AETNA	41,462	56.9	95.1	98.0	99.2	26,110	55.8	92.1	97.4	99.0

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
FEBRUARY, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				
		1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS		
SEATTLE REGION	165,874	76.9	92.9	98.6	99.4	204,316	72.7	92.0	99.0	99.7
ALASKA-OREGON-AETNA	54,983	73.8	93.1	98.7	99.7	87,268	70.2	93.2	99.1	99.8
ALASKA	1,123	66.6	82.9	96.5	99.4	1,295	74.0	88.8	97.5	99.0
OREGON	53,860	73.9	93.3	98.7	99.8	85,973	70.1	93.3	99.1	99.8
IDAHO-EQUITABLE	29,707	81.3	94.3	99.8	100.0	30,920	61.2	86.4	99.7	100.0
WASHINGTON B/S	81,184	77.4	92.3	98.2	99.0	86,128	79.4	92.8	98.7	99.4
CLALLAM	452	97.8	99.8	100.0	100.0	1,656	98.6	99.8	99.9	99.9
COWLITZ	2,642	66.4	83.3	93.1	96.9	2,853	73.2	86.6	94.9	97.7
GRAYS HARBOR	1,089	79.9	89.3	99.4	99.9	563	88.8	93.6	100.0	100.0
KING	33,226	73.5	92.3	98.8	99.3	35,129	74.8	91.3	99.3	99.6
KITSAP	3,275	92.2	97.0	99.5	99.7	5,560	95.1	98.5	99.6	99.9
PIERCE	15,493	79.1	92.4	97.7	98.9	13,827	78.4	92.3	98.0	99.4
SKAGIT	343	89.8	99.4	100.0	100.0	1,156	96.4	99.3	100.0	100.0
SNOHOMISH	3,532	80.3	94.1	98.3	99.1	3,238	87.4	95.3	98.5	99.2
SPOKANE	18,104	79.3	91.9	97.9	98.8	17,702	78.9	93.2	98.2	99.3
WALLA WALLA	1,201	75.6	90.8	94.3	95.8	2,519	85.8	92.1	97.4	99.0
WHATCOM	1,827	90.4	96.9	98.6	99.7	1,925	86.9	96.9	99.2	99.6
RRB-TRAVELERS	158,045	90.2	98.2	99.6	99.8	102,849	86.2	96.8	99.6	99.9
AETNA	320,898	69.5	90.1	96.8	98.6	327,966	68.2	91.2	97.5	99.1
EQUITABLE	277,918	45.2	83.3	98.1	99.1	267,386	59.5	87.5	98.1	99.3
NATIONWIDE	383,180	74.5	93.7	98.9	99.7	328,809	69.9	92.4	98.5	99.8
PRUDENTIAL	1,109,168	84.7	92.0	97.3	98.6	367,054	69.0	82.1	94.1	97.2
TRAVELERS (RRB-EXCLUDED)	222,193	80.2	94.3	98.3	99.4	131,397	73.6	90.9	98.1	99.4

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

- A. Number--The total number of claims pending at the end of the month.
- B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Net Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Claims Processed, Average Processing Time, and Percentage Distribution

- A. Number--The sum of claims paid, claims applied to the deductible, and claims denied minus processed claims previously suspended due to HCFA directives.
- B. Mean (Average) Processing Time (Days)--The arithmetic mean processing time for all types of HCFA-1500 claims. The overall mean is obtained by weighting the means by type of claim by the number of claims by type of claim. Claims processing time is defined as the length of time in calendar days from the date of initial receipt of the original claim to the date the EOMB or denial letter is prepared. In instances where carriers make periodic "roll-up" payments, claims are considered processed when the completely adjudicated claims are posted to a summary payment tape, listing or file (see Medicare Carrier Manual 14-3 Section 13321.2).
- C. Percentage Distribution--Distribution by days required to process. The percent of claims processed within a time frame is determined in the following manner. The number of claims reported as processed within the specific time frame is divided by the total number of claims reported as processed (excluding those suspended) during the month by the carrier and then multiplied by 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.



Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.